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FINAL EXAMINATION**

COURSE NAME : PRINCIPLE OF MANAGEMENT
COURSE CODE : DHM1053
EXAMINATION : OCTOBER 2016
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This examintaion paper consists of **FOUR (4)** :
 - PART A (20 Marks)
 - PART B (20 Marks)
 - PART C (30 Marks)
 - PART D (30 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
 - i. Question Paper
 - ii. Objective Answer Paper
 - iii. Answer Booklet

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

*This examination paper consists of **12** printed pages including front page*

PART A

This part contains of **TWENTY (20)** questions.

Answer ALL in Objective Answer Paper.

1. Management can be defined as _____
 - A. Management is a process of designing and maintaining an environment in which individual working together in groups efficiently accomplish the selected arm.
 - B. Management is a process of designing and keep design until the design turn to be a reality
 - C. Management is a process of combining design and idea and turn to be a theory paper only in a group of people.
 - D. Management is a way of working together and only work as in team without any individual skills involve.

2. Management applies to managers at all organizational levels. All managers carry out managerial function. However the time spent for each function may differ. This statement refers to _____ definition.
 - A. Levels of manager
 - B. Levels of management
 - C. Levels of managing
 - D. Levels of leading

3. Level of management can be describe into three categories which _____, _____ & _____.
 - A. Lower class management, middle class management, upper class management
 - B. Lower manager, middle manager, upper manager
 - C. Lower level management, middle management, top management
 - D. Lower level, middle level, top level

4. "Fundamental statement of truth providing a guide to thought and action", this is referring to _____
- A. Policy
 - B. Principle
 - C. Application
 - D. Complication
5. A good company will need a very good management team. All those are important to create a very successful management team. It is including _____
- A. Flexibility, universal application, principles are relative; not absolute, based on situation and general statements.
 - B. Follow the rule, strictly implements, and no diplomacy and result bases.
 - C. Inflexible, limited application, no diplomacy, not absolute, general statement
 - D. Flexible, stable, no diplomacy, competitors based, strict statement.
6. Although planning is a primary function of management and facilitates various others management functions, it has many barriers and limitations such as:
- A. Controlling cost
 - B. Costly process
 - C. Unlimited scope
 - D. Purchasing cost
7.

<ul style="list-style-type: none">➤ Identification of problem➤ Identification of alternatives to solve the problem➤ Evaluation of alternatives for solving the problem➤ Choosina the best alternative
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- All of the statements above refer to _____
- A. Planning process
 - B. Leading process
 - C. Decision making process
 - D. Controlling making process

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8. Below is about traditional organizations ways of managing company **EXCEPT**:

- A. Stabled
- B. Inflexible
- C. Individual oriented
- D. Customer oriented

9. Workforce diversity is about _____

- A. A workforce that's more heterogeneous in terms of gender, race, ethnicity, age and other characteristics that reflect differences
- B. A workforce that's more heterogeneous more on gender and it is not involve things race and age.
- C. A workforce that's more on focusing and working with surrounding environment without care about the objective or goal of company
- D. A workforce that only focuses on production

10. _____ is a chronological sequence of steps to be undertaken to enforce a policy and to attain a specific manner in which a particular activity is to be performed.

- A. Policy
- B. Procedure
- C. Plan
- D. Product

11. _____ is the process of deciding in advance what is to be done, where, how and by whom it is to be done.

- A. Leading
- B. Controlling
- C. Planning
- D. Organizing

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12. Characteristics of a good policy are mentioned below **EXCEPT**:

- A. It help company in accomplishing it objective
- B. Reflect internal and external business environment
- C. Should be simple, definite, clear and flexible
- D. Should be in verbal only

13. S.W.O.T are referring to:

- A. Strength, weakness, opportunity and threat
- B. Strong, weak, opposite and turn
- C. Slow, wrong, opponent and threat
- D. Strength, weakness, opposite and threat

14. _____ means a network of personal and social relationships not established or required by the formal organization but arising spontaneously as person associate with each other

- A. Formal organization
- B. Informal organization
- C. Organization
- D. Organizing

Guide to thinking and decision-making	Guide for allocation of resources
Standing plan for repetitive	Immediate plan according to circumstances

15. This is distinction between _____ and _____

- A. Plan and policy
- B. Strategy and plan
- C. Policy and strategy
- D. Plan and apply

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16. _____ refers to a capacity that A has to influence the behaviour of B so that B does something he or she would not otherwise do.
- A. Force
 - B. Reflect
 - C. Push
 - D. Power
17. _____ means the intentional structure or roles in a formally organized company
- A. Formal organization
 - B. Abnormal organization
 - C. Informal organization
 - D. Normal organization
18. _____ comes because public believes in them and their ideas
- A. Reward power
 - B. Referent power
 - C. Promise power
 - D. Legitimate power
19. _____ is the process whereby an individual or a group of individuals uses organized efforts and means to pursue opportunities to create value and grow by fulfilling wants and need through innovation and uniqueness.
- A. Business
 - B. Management
 - C. Entrepreneurship
 - D. Marketing
20. _____ ability of the manager to reward the subordinate for obeying orders.
- A. Promise power
 - B. Coercive power
 - C. Legitimate power
 - D. Reward power

[20 MARKS]

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PART B

This part contains of **TWENTY (20)** questions.

Answer ALL in Objective Answer Paper.

1. Management is a process of planning, organizing, leading and controlling
2. Conceptual skills are ability to work with people.
3. Design skills are ability to solve the problem in such a way that it will benefit the organization
4. Human skills is ability to recognize the element in a situation and to understand the relationship among the elements
5. A principle can be defined as a fundamental statement of truth providing a guide to thought and action.
6. Entrepreneurship is a comprehensive term describing the way an organization does its work by using electronic
7. Identification of problem is the first step in decision making process
8. Planning is the process of controlling cost
9. Policy is general statement or understanding which guide or channel thinking in decision making.
10. Procedures are general statement or understanding about guide in decision making
11. Informal organization means the intentional structure or roles in a formally organized company
12. Formal means a network of personal and social relationships not established or required by the formal organization but arising spontaneously as person associate with each other
13. A good management team will risk an organization
14. Planning is a last result after decision making has been done

15. A good organization chart will help to overlapping of authority
16. Power is ability to abuse someone who weak and can be beaten
17. Coercive power is ability to give reward to the staff
18. Reward power is ability to punish the subordinate for not obeying orders
19. Legitimate power comes from the expertness of a person or group
20. Expert power corresponds to the term authority

[20 MARKS]

PART C

This part contains of **SIX (6)** questions.

Answer ALL questions in Answer Booklet.

QUESTION 1

- a. What is management? Explain in a simplest sentences

(2 marks)

- b. List down the **THREE (3)** managerial skills and the organization hierarchy should has

(3 marks)

QUESTION 2

- a. What is planning?

(2 marks)

- b. State down **THREE (3)** process of planning

(3 marks)

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QUESTION 3

Principle can be defined as fundamental statement of truth providing a guide to thought and action. Please list all the nature of management principles properly

(5 marks)

QUESTION 4

Rationality is ideal because rational decisions are usually perfect. But it requires a complete knowledge of all possible alternative and their consequences. Briefly explain the function of rationality in management

(5 marks)

QUESTION 5

Briefly state the decision making process

(5 marks)

QUESTION 6

Identify the ability and power that a manager would have

(5 marks)

[30 MARKS]

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PART D

This part contains of **THREE (3)** questions.

Answer ALL questions in Answer Booklet.

QUESTION 1

Procedures are clear-cut administrative specifications prescribing the time sequence for work to be done. They can be established for a wide variety of work such as recruitment of staff, termination of staff, wage payment etc. Write the procedure of hiring new staff in a company.

(10 marks)

QUESTION 2

Planning is the process of deciding in advance what is to be done, where, how and by whom it is to be done. Planning as a process involves anticipation of future course of events and deciding the best course of action. So, as a manager, you are required to develop steps in planning for your company properly.

(10 marks)

QUESTION 3

Power is the ability to exert influence. When a person is able to change the behaviour or attitudes of other individuals, it is said that he has a power. Thus, a manager's power is his ability to cause subordinates to do what he wishes them to do. List and explain in detail types of power.

(10 marks)

[30 MARKS]

END OF QUESTION PAPER

